

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D318) Crew Systems & Aviation Operations Branch Website

TA No: 265-Rev2

Task Area Monitor: **Alternate Task Area Monitor:**

NASA POC: **Software Control Class:**

Low Control

Type of Task: Non-Recurring Task

2. BACKGROUND

Website development for the Crew Systems & Aviation Operations Branch

3. OBJECTIVE

To create a website for the Crew Systems & Aviation Operations Branch that is simple, attractive, easy to navigate through, and the information is easy to locate.

4. GENERAL IT SUPPORT SERVICES

Maintenance of Software Developed By or For LaRC:

Maintenance for this application will be defined by a Service Level Agreement (SLA) supported by ConITS.

General IT Support Services Performance Metrics

Performance Standard: Database engines and tools are tuned for optimum performance.

Performance Metrics:

Exceeds: Contractor initiates recommendations for database optimum performance. Daily tuning of databases and systems is performed to ensure optimization. Recommendations are implemented and significant improvements are realized.

Meets: Contractor researches and makes recommendations for optimum database performance. Recommendations are approved and implemented, and significant improvements are realized.

Fails: Contractor does not recommend options for database optimum performance. Recommendations are not approved and implemented, and significant improvements are not realized.

Performance Standard: Archiving schedules are met and data and systems are ready to restore databases on short notice.

Performance Metrics:

- Exceeds: Archiving schedules are done as described in the archive schedule. Data is restored within 4 business hours. Data restored is 100% accurate and available to the customer. Semi-annually disaster recovery tests are held and initiated by the Contractor and confirm readiness for disaster recovery.
- Meets: Archiving schedules are met. Data is restored within 6 business hours. Data restored is 100% accurate and available to the customer. Annual disaster recovery tests are held and initiated by the Contractor and confirm readiness for disaster recovery.
- Fails: Archiving schedules are not adhered to as described. Data is restored after 8 business hours. Data restored is less than 100% accurate and available to the customer. Data is not available to the customer. No disaster recovery schedules are held or TAM/Alternate TAM must direct disaster recovery tests to be completed.

Performance Standard: Response to requests for help is given within Four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

- Exceeds: "Meets" and customers rate service as very-good to excellent.
- Meets: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.
- Fails: Customers rate service as unsatisfactory

Performance Standard: Documentation including but not limited to reporting on the attached exhibits, system configuration information, and systems management regarding the use of application software covered by this requirement is complete, understandable, and up to date.

Performance Metrics:

- Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources. Documentation is complete and final within 5 business days.
- Meets: Documentation is complete with only minor errors noted. Documentation is complete and final within 15 business days.
- Fails: One or more required documentation components are not available. Documentation is complete and final within 45 business days.

Performance Standard: The systems to which these services apply are kept up-to-date with minimum disruption in capability due to upgrades.

Performance Metrics:

- Exceeds: Notifications of updates or upgrades are acted upon and approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted.

Meets: Notifications of updates or upgrades are acted upon. Approved upgrades are installed with minor delays and disruptions.

Fails: Any of the requirements of this subsection are not satisfied.

Performance Standard: Recommends cost saving approaches for database and application management activities.

Performance Metrics:

Exceeds: Contractor recommends and ensures that all task activities□ costs are below the budgeted hours or below what was budgeted for the year.

Meets: Contractor recommends and keeps task activities□ costs within the budgeted hours or within what was budgeted for the year.

Fails: Contractor does not recommend ways to keep the task activities□ costs low and the task□s cost are above the budgeted hours or above what was budgeted for the year.

Performance Standard: Documentation is complete, understandable, and update to date including, but not limited to, reporting on the attached exhibits; system and database configuration information, and database tracking tool.

Performance Metrics:

Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources. Documentation is complete, final, and delivered to TAM/Alternate TAM 5 business days prior to deadline.

Meets: Documentation is complete with only minor errors noted. Documentation is complete, final, and delivered to TAM/Alternate TAM on date of deadline.

Fails: One or more required documentation components are not available. Documentation is complete, final, and delivered to TAM/Alternate TAM three or more days after date of deadline.

Performance Standard: The systems and applications to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions. Upon failure, they are repaired to minimize the disruption of capability. The integrity and security of data is maintained.

Performance Metrics:

Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has been significantly mitigated by system administrator actions.

Meets: Daily tuning of systems is performed. Response to problems during business hours and within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. TAM is kept informed.

Fails: Any of the requirements of this subsection are not satisfied.

Performance Standard: The contractor shall provide reasonable and proactive monitoring of web services during the evaluation period.

Performance Metrics:

- Exceeds: The contractor detects any and all loss of a service or detects any and all security breaches within 1 hour of the start of service support hours (6 a.m.). The contractor notifies the TAM and any impacted customers of service loss or security breach within 1 business hour of incident occurrence. The contractor resolves the issue and communicates resolution with 4 business hours to customer.
- Meets: The contractor detects any and all loss of a service or detects any and all security breaches within 1 hour of the start of service support hours (6 a.m.). The contractor notifies the TAM and any impacted customers of service loss or security breach within 2-business hour of of incident occurrence. The contractor resolves the issue and communicates resolution with 8 business hours to customer.
- Fails: The contractor detects any and all loss of a service or detects any and all security breaches greater than 1 hour of the start of service support hours (6 a.m.). The contractor notifies the TAM and any impacted customers of service loss or security breach greater than 2 business hours of of incident occurrence. The contractor does not resolve the issue and does not communicate resolution with 16 business hours to customer.

Performance Standard: The systems to which these services apply are kept up to date with minimum disruption in capability due to upgrades. Minimum disruption is defined as an inoperable server for more than six (6) business hours.

Performance Metrics:

- Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted. Databases and systems are restored within 3 business hours of disruption.
- Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions. Databases and systems are restored within 6 business hours of disruption.
- Fails: Any of the requirements of this section are not satisfied. Databases and systems are restored more than 6 business hours after disruption.

Performance Standard: The security of systems and data that fall under this TA is ensured.

Performance Metrics:

- Exceeds: The system meets the baseline IT security requirements for the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management, and approved by the LaRC IT Security Manager; security controls are followed in accordance with the IT System Security Plan for the System; any IT Security incidents are reported to the LaRC IT Security Manager and the NASA Technical Monitor within 30 minutes of incident after they are discovered; user accounts are removed by the close of business of the day that the requirement for an account is terminated and notification is received.

- Meets: All baseline IT security requirements for the information category of the System are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; security controls are followed in accordance with the IT System Security Plan for the System; user accounts are removed within one week of the termination of the requirement for an account and notification is received; and any IT Security incidents are reported to the LaRC IT Security Manager within 2 hours of incident after they are discovered.
- Fails: The system does not comply with the baseline IT security requirements for the information category of the System and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; security controls are not properly followed; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager and the NASA Technical Monitor.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Web Site Enhancements

LaRC Manager:

Work Area Description: Complete the Application Administrator functions, complete the Experiment Review form, and requested changes to the Travel and TPSAS forms.

Work Area Requirements: Travel & Foreign Travel Form:

- Provide a drop-down asking *Type of Travel* and have the drop-down list *Branch*, *Program* as the selections
- Under Transportation, have a *Type of Transportation* and a drop-down with POV, Passenger in POV, Rental car, Passenger in Rental Car, Taxi, Bus, Train, and Subway as the selections.
- Leave *Other Transportation*.
- Add *Made* in front of *Vehicle Reservations* (to read *made vehicle reservations*).
- Change *Vehicle cost* to *Transportation Cost*.
- Add *If driving POV, mileage requested_____*
- Add *Made* in front of *Airfare Reservations* and *Hotel Reservations*.
- Add drop-down asking for *Need Hotel?* and *Need Airfare?* with a Yes/No drop-down
- Add line above Routing Org Code to say *WBS number_____*
- Add line under Routing Org Code to say *For Airspace/Airportal ONLY, list Milestone(s)/Task number(s) this travel supports _____*
- At the bottom of the form, under Contact Info, *Traveller□s Phone:* is spelled wrong□ should be one L
- Change *Travel Approved By* to *Travel Pre-Approved By (Branch Head, API, or APM)*

- Add at the top above *Traveler* to say *Urgency Level* with a drop-down selection of *Urgent, Priority, Regular* and have as a required field. Would like Urgency Level to show up in the Subject line of the email.
- Move *Requesting Actuals* under the Hotel info and change it to say *Requesting Lodging Actuals* with a drop-down with Yes/No, and add under to say *Actual lodging cost? \$ _____*

On the TPSAS Request Form:

- Add another box at the bottom that says *If presenting slides, please include your abstract here*

On the Personnel Page:

- Change Allen, B. "Danette" to *Allen, Dr. B. Danette*
- Change Carolyn Malloy to *Malloy, Carolyn*
- Delete *Lehman, Joan - Secretary*

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

Regular review meetings will be scheduled between the Contractor and Jennifer Frost. If Ms. Frost is unavailable, Lise Crowe will serve as alternate.

11. PERIOD OF PERFORMANCE

This TA is effective from 07/23/07 to 10/01/08

12. TECHNICAL PERFORMANCE RATING

Quality and timeliness are equally important

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding last submitted on 04/23/2008.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.